

FRA Office of Information Technology

Quality Assurance Surveillance Plan (QASP) for eCollaboration and Records Management Support Services Contract

Grades: 1 = Unsatisfactory = Poor Average Good 5 = Outstanding	2 3 = 4 =	Timeliness	Accuracy	Completeness	Useability	Attendance	COTR Comments
		Was the deliverable (work products or services) provided in a timely manner and/or prior to the due date?	Was the deliverable accurate in terms of complying with federal standards, industry best practices, or prescribed methods and/or formats?	Was the deliverable complete in including all methodological elements and/or meeting all content requirements?	Could the agency use the deliverable for it's intended purpose (e.g., to meet a federal requirement, improve security posture, complete a required coordination action)?	Did the contractor maintain on-site staffing levels at 95% during the period unless coordinated and agreed to with the Government at least two weeks in advance	

Tasks

Task Area 1 Project Management Plan

1.1	Project Management Report (Draft)						
1.2	Project Management Report (Update)						
1.3	Weekly (Thursday by 2pm) Project Status Report						
1.4	Monthly Project Status & Spending Report						

Task Area 2 Website Support	
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2.1	Web environment configuration, administration, maintenance and support					
2.2	Web application and content development, maintenance, and support					
2.3	Section 508 compliance support					
2.4	Web user and administrator training support					
2.5	Rapid response					

Task Area 3 Records Support									
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